

## INTENSIVE FAMILY PRESERVATION SERVICES (IFPS) PROGRAM MONITORING

Agency Name: \_\_\_\_\_ Review Date: \_\_\_\_/\_\_\_\_/\_\_\_\_

Review Period: \_\_\_\_/\_\_\_\_/\_\_\_\_ to \_\_\_\_/\_\_\_\_/\_\_\_\_ Lead Reviewer: \_\_\_\_\_

### INSTRUCTIONS:

IFPS providers should complete this form prior to the on-site monitoring visit. The process of completing the form allows providers to prepare for the monitoring visit, and the resulting information will expedite the on-site review.

You will note that space is provided at the end of each section for “Special Information.” Please use this space to describe any special circumstances, comments, or to clarify the preceding information.

NOTE: Please have all materials used to complete the form available for review during the on-site monitoring visit.

### PROGRAM DESIGN AND OPERATION:

1. In reviewing your monthly reports from the Intensive Family Preservation Information Management System, do they accurately capture program activity and data collected for this review period?

Yes \_\_\_\_\_ No \_\_\_\_\_ [If yes, please sign verification form provided]

If not, please explain any discrepancies in the space provided at the end of this section.

2. Is there evidence of on-going collaboration with other service delivery systems (i.e., the local Department of Social Services, Area Mental Health programs, juvenile justice and other relevant public and private agencies] through joint participation in team meetings, on-going interagency collaborative meetings, or close communication via phone or e-mail?

Yes \_\_\_\_\_ No \_\_\_\_\_

3. Does the Agency have written referral policies and procedures? If yes, please have policies and procedures available for review.

Yes \_\_\_\_\_ No \_\_\_\_\_

4. Is documentation provided for all cases when response time is greater than 24 hours but less than 48 hours?  
Yes\_\_\_\_ No\_\_\_\_
5. Is documentation provided when services are not initiated immediately?  
Yes\_\_\_\_ No\_\_\_\_
6. What was the average caseload of IFPS workers during the review period?  
\_\_\_\_\_ per worker
7. Are the following services routinely provided to families:  
Family assessment  
Intensive family and individual counseling  
Client advocacy  
Case Management  
Development and enhancement of parenting skills  
Referral to other services as appropriate  
Yes\_\_\_\_ No\_\_\_\_  
If not, please check service(s) not provided and explain reason(s) below.
8. Is documentation provided verifying that at least one-half of a caseworker's time spent providing family preservation services to each eligible family occurs in the family's home and community?  
Yes\_\_\_\_ No\_\_\_\_
9. Are children and families routinely assessed for and referred to appropriate step-down services upon termination of IFPS services?  
Yes\_\_\_\_ No\_\_\_\_
10. How many families received follow-up services following termination of IFPS services?  
\_\_\_\_\_ # of families at 3 months    \_\_\_\_\_ # of families at 6 months
11. Are follow-up forms submitted monthly by the 15<sup>th</sup> following termination of IFPS Services?  
Yes \_\_\_\_ No \_\_\_\_

12. Are IFPS services regularly provided outside of traditional work hours (i.e., after 5:00 and on weekdays)?

Yes\_\_\_\_\_ No\_\_\_\_\_

13. Does the Agency have a written plan for ensuring that family members can reach their IFPS worker outside of traditional work hours? If yes, please have plan available for review.

Yes\_\_\_\_\_ No\_\_\_\_\_

**SPECIAL INFORMATION ON PROGRAM DESIGN AND OPERATION:**

**SUPERVISION AND SUPPORT SERVICES:**

1. How many total people serve as supervisors for IFPS programs at the Agency?\_\_\_\_\_
2. How many full-time equivalents (FTEs) are assigned to the supervision of IFPS workers? \_\_\_\_\_
3. How many IFPS workers are employed by the Agency?  
\_\_\_\_\_
4. How many non-IFPS workers are assigned to the IFPS supervisor(s)?  
\_\_\_\_\_
5. On average, how often do IFPS staff/case consultation meetings occur?\_\_\_\_\_

6. On average, how much individual supervision/consultation do IFPS workers receive each week?
- \_\_\_\_\_
7. Does the Agency have a written plan for the provision for back-up services to families when IFPS workers are not available? If yes, please have plan available for review.
- Yes \_\_\_\_\_ No \_\_\_\_\_
8. Does the Agency have a written plan for the provision of consultation to IFPS workers 24 hours a day, 7 days a week?
- Yes \_\_\_\_\_ No \_\_\_\_\_
9. On average, how often does the supervisor accompany each IFPS worker on initial screenings and/or home visits?
- \_\_\_\_\_
10. How many family interventions has the IFPS supervisor provided during the review period?
- \_\_\_\_\_
11. Does the IFPS program have policies and procedures that address the special needs of IFPS workers and the intensity of the work in order to maintain employee health and prevent worker burn-out?
- Yes\_\_\_\_\_ No\_\_\_\_\_

#### **SPECIAL INFORMATION ON SUPERVISION AND SUPPORT SERVICES:**

#### **ADMINISTRATIVE SERVICES:**

1. Does the program have written policies concerning qualifications for IFPS supervisors and workers? If yes, please have policies available for review.
- Yes \_\_\_\_\_ No \_\_\_\_\_

2. [For Area Mental Health Programs only] Are IFPS providers Qualified Mental Health Professionals? If not, have staff been provided relevant pre-service training?  
  
Yes\_\_\_\_\_ No\_\_\_\_\_
3. Does the program have written job descriptions for IFPS supervisors and workers? If yes, please have job descriptions available for review.  
  
Yes \_\_\_\_\_ No \_\_\_\_\_
4. How many IFPS workers have provided services during the review period?  
  
\_\_\_\_\_
5. What is the average tenure (in months) of IFPS workers who departed during the review period?  
  
\_\_\_\_\_

### **SPECIAL INFORMATION ON ADMINISTRATIVE SERVICES:**

#### **TRAINING SERVICES**

1. Does the Agency have a written plan for orientation and training of new workers and for ongoing staff development? If yes, please have plan available for review.  
  
Yes \_\_\_\_\_ No \_\_\_\_\_
2. Of the IFPS workers beginning employment with the Agency during the review period:
  - a. How many received Family Preservation training within 90 days of their first date of employment?  
  
\_\_\_\_\_
  - b. How many were trained more than 90 days after their first date of employment?  
  
\_\_\_\_\_

3. Are services provided in a culturally competent manner in that staff are provided training in cultural competence, or the cultural background of staff reflect the cultural background of families served?  
  
Yes \_\_\_\_\_ No \_\_\_\_\_
4. On average, how many hours of in-service training (formal and informal; ex: workshops, seminars, conferences, etc.) did IFPS workers receive?  
  
\_\_\_\_\_
5. List in-service training topics:

**Special Information on Training Services:**

**STAFF COMPOSITION AND TENURE:** (Attached)

**RECORD KEEPING:**

1. Are records securely stored and kept in an orderly and consistent fashion?  
  
Yes \_\_\_\_\_ No \_\_\_\_\_
2. Are copies of signed releases, referrals, and other pertinent data included in each case file?  
  
Yes \_\_\_\_\_ No \_\_\_\_\_
3. Is the imminent risk criteria recorded predominately in each case file?  
  
Yes \_\_\_\_\_ No \_\_\_\_\_
4. Are case notes legible and brief?  
  
Yes \_\_\_\_\_ No \_\_\_\_\_

## **INTENSIVE FAMILY PRESERVATION SERVICES (IFPS) MONITORING PROCESS**

**INTENT:** To insure the quality and consistency of IFPS services provided across all systems and to monitor program compliance as follows:

- ◆ Evaluate level of adherence to the Family Preservation Services Policies and Standards issued by the North Carolina Department of Health and Human Services (formerly, the Department of Human Resources) on September 22, 1992, and revised August 11, 1995 and July 1, 2003.
- ◆ Evaluate the needs of programs and workers by providing the means by which to identify and report common programmatic issues that may require attention. Such issues may need to be addressed via on-site technical or clinical assistance, special staff training, further exploration or resolution at some level (i.e., during the semiannual IFPS Supervisors' Meeting, as a function of the Family-Centered Services Interdisciplinary Steering Committee, and/or addressed by DHHS management).
- ◆ Promote on-going dialogue, support, and partnership between state and program staff to better insure the safety of children and the strengthening of families through appropriate, effective, equitable, culturally competent, strength-based, and family-centered application of North Carolina's Intensive Family Preservation Services Program.

**DESCRIPTION:** North Carolina's Intensive Family Preservation Services Program (IFPS) is currently being provided by local Area Mental Health agencies, departments of social services, and private, non-profit agencies. This Monitoring Process is designed to foster consistent application of services by all systems. The IFPS monitoring process is designed to foster support and partnership with those programs providing these services and is characterized by the following:

- ◆ On-going self-monitoring at both the local and state levels
- ◆ Administered via a state level interdepartmental collaboration of Program Consultants and enhanced by a Peer- Review component
- ◆ Annual on-site review of program implementation, administration and fiscal management of all programs providing these services, in accordance with the model prescribed by the Policies and Standards
- ◆ Utilization of the team approach, with a minimum of 3 reviewers per review
- ◆ Interdisciplinary through state level collaboration and the Peer Review Component

**PREPARATION SCHEDULE:** That all IFPS programs be monitored during the 1st quarter of each calendar year (January, February, and March) and that these on-site visits be limited to a one-day period whenever possible. However, exceptions may be necessary. The review period will be the same for all programs; covering the 6-month period that ends December 31 of the previous year-unless otherwise indicated. The following schedule should meet this objective:

- ◆ In January of each year, all responsible state Program Consultants and Peer Reviewers will collaborate to develop an *Annual Monitoring Schedule* that will indicate their availability and travel preferences
- ◆ In February of each year, the Lead Reviewers (the assigned state Program Consultant) will be responsible for consulting with his/her program, peer reviewers, and other state consultants (when applicable) to establish a final date for the monitoring visit
- ◆ As a result, an annual Monitoring Schedule will be compiled, published and distributed to all programs, reviewers, and the Interdisciplinary Steering Committee by March 1 of each year
- ◆ 1 to 1 1/2 months prior to the scheduled review date, the Lead Reviewer will send the *Monitoring Packet* to the program for completion. This packet will include the following:
  - *Cover letter*. This official notification will announce the date/time and review period, the names of the reviewers, and instructions
  - *IFPS Program Monitoring Form* (IFPS 1.0). The program will be instructed to thoroughly complete and copy this self-monitoring tool and provide copies for reviewers to reference during the visit.
  - *IFPS Program Data Report*. This report will be obtained from the Program Planner/Evaluator, and will reflect activities and open and/or closed cases accumulated during the review period. The program will be instructed to review and reconcile, if necessary
  - And any additional information, surveys, etc. as necessary.

#### **THE REVIEW TEAM COMPOSITION:**

- ◆ The Lead Reviewer - state Program Consultant assigned to program
- ◆ Peer Reviewer #1 - a peer selected to insure an interdisciplinary perspective
- ◆ Family/Consumer Representative Reviewer [component to be developed]
- ◆ Fiscal Reviewer [Lead Reviewer will fulfill this task]
- ◆ Other Reviewers, as deemed necessary:
  - Co-Lead Reviewer(s) - additional state Program Consultant(s) when a state-level interdisciplinary review is indicated
  - Peer Reviewer #2 - an option when the size of program and subsequent volume of cases indicate Clinical Consultant (optional, unless otherwise indicated)
  - Planner/Evaluator (optional unless otherwise indicated)



## ON-SITE PROCEDURE:

### ♦ Opening Session

- Meet with upper management, supervisor and workers who should provide all reviewers with a copy of their completed Form IFPS 1.0.
- Lead Reviewer initiates introductions, describes process and makes other remarks, as necessary.
- The Program Supervisor (or representative) will provide a tour of the site, housekeeping information, and suggest meal options, etc.
- A joint review of the Program Monitoring Form should take place at this time. This includes a review and approval of the required
- The Lead Reviewer or Statistical Assistance (if present) can provide feedback to program about its reporting performance, and highlight other opportunities for special commendation.

### ♦ Program Policy & Documentation Review Session: If specified program policies and documents *have not been* reviewed and approved since June 30, 1997, or have been revised since last review, a designated reviewer will examine as follows:

- Referral Policies & Procedures
- Plan for ensuring that family members have access to IFPS worker after hours
- Back-up Services Plan to families when IFPS worker is not available
- Consultation Plan
- Policies concerning Worker & Supervisor Qualifications
- Job Descriptions for Workers & Supervisor
- Plan for Staff Orientation and Training
- Data supporting staff development efforts (in-service training, workshops, conferences, etc.)
- Time Sheets
- Budget

- ◆ **Case Review Session:** A random sampling of cases will be determined on-site at the beginning of the session. The number to be reviewed will be based on a minimum of 30% of all cases open and/or closed during the review period and maximum of 5 *cases per reviewer*, depending on the total volume.
  - Designated reviewers will read records, according to check-list and log provided, to determine if each record contains key components as described by the NC Family Preservation Services Policies and Standards for *intensive* services.
  - Case reviewers will highlight cases that warrant another perspective requiring another reviewer to render a second impression. All reviewers will discuss their impressions, observations, concerns, questions to arrive at a consensus about the program's overall record-keeping system and quality of documentation.
  - Case reviewers will prepare a verbal feedback report that will include any praiseworthy comments, questions or concerns they may have
- ◆ **Interview Session:** Designated reviewer(s) will conduct brief interview with the following:
  - Direct IFPS Staff
  - IFPS Supervisor
  - One family member from at least *two different families* who have received or are currently receiving services
  - DSS or other collaborating agency representative
  - Fiscal Officer
- ◆ **Closing Session:** For approximately one hour, Lead Reviewer will lead feedback discussion at the conclusion of the visit. Feedback should include preliminary and a recap of program's questions, concerns and suggestions for follow-up.

### *FOLLOW-UP PROCEDURES*

The Lead Reviewer will use a *standardized reporting format*, which will be sent to the individual program within 30 days of the Monitoring visit. This document will be made up of at least 3 parts:

1. Commendations
2. Recommendations
3. Compliance-related requirements, when applicable

Note: See Intensive Family Preservation Services (IFPS) Program Monitoring Instrument in separate, attached document. This form can be completed on line.